



Patent/Docket No. 22171.304

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Kenneth McKenna et al.

Serial No.: 10/032,027

Filed: December 20, 2001

For: SYSTEM AND METHOD FOR PRESENTING  
QUEUE LENGTHS OF VARIOUS MEDIA  
USED BY SERVICE CENTERS

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Customer No. 000027683

Group Art Unit: 2661

Examiner: Unknown

REQUEST TO APPROVE DRAWING CHANGES

**RECEIVED**  
**APR 03 2002**  
**Technology Center 2600**

Commissioner of Patents and Trademarks  
Washington, D.C. 20321

Dear Sir:

As part of the Preliminary Amendment filed herewith, attached is an informal drawing of Figure 1 that corrects the original drawing. The first proposed correction involves adding element 103 to Figure 1. Element 103 is now drawn according to the specification which states "the plurality of communications terminals 102 may communicate with the server request media server 104 through network 103, which may be a public switch telephone network ("PSTN") or a global data network, such as the Internet". (page 5, paragraph 8). The second proposed change to Figure 1 deletes the communication links that are not referenced nor discussed in the patent application.

All changes have been made in red ink, and no new subject matter has been added. Upon approval of the examiner of the changes, formal drawings will be submitted.

Should the Examiner deem that any further corrections are desirable to place this application in condition for allowance, the Examiner is invited to telephone the undersigned at the below listed telephone number.

Respectfully submitted,



Bill R. Naifeh

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Date: 3/21/2002

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on March 21, 2002

Bill R. Naifeh